

Staff Use Only
Full Employment Council (One-Stop Operator)
Missouri Career Center

FEC to DWD Referral Process for Kansas City & Vicinity and Eastern Jackson County Missouri Career Centers:

VETERANS

1. Veterans enrolled in WIA and/or any Veteran requesting Veterans' services will attend an orientation outlining all services available at the Missouri Career Center. FEC staff will contact the Veterans' Representative or back-up DWD staff (see list below) and will walk with the customer to the Vet Rep's desk, in order to ensure priority of service.
2. All referrals will be documented on FEC's WIA-175 Employment and Training Referral Form (copy attached) and the appropriate FEC supervisor will forward the form to the DWD supervisor at that location.
3. Documentation of this referral will also be made by case note in the customer's Toolbox record.
4. Wagner-Peyser staff will provide core services and will provide information on the ongoing Veterans' workshop held each Monday & Tuesday 9-11 am at 1740 Paseo.

1740 Paseo

Veterans' Representative:	Karen Yarbrough Maria Brown (50/50 Vet Rep and PFS Rep)
Supervisor:	Clardine Canady
Backup:	Linda Benz

Independence Career Center:

Veterans' Representative:	Mike Meade, Charlie Cauthon, and George DePriest
Supervisor:	Jan Winter
Backup:	Don Mayfield

Kansas City South Career Center:

Veterans' Representative:	Craig Flem, and Rebecca Bradley
Supervisor:	Sheran Carter
Backup:	Diane Sanders

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Northland Career Center:

Veterans' Representative: Vince Taibi
Supervisor: Debby Price
Backup: Peggy Bennett

**NON-CUSTODIAL PARENTS DELINQUENT IN CHILD SUPPORT
PAYMENTS:**

1. Customers enrolled in WIA and all other customers who can answer "yes" to the following questions:
 - Do you have child support obligation, where current support is due?
 - Are you currently unemployed or underemployed?
 - Are you 18 years of age or older?
 - Do you live in Missouri?

will attend an orientation outlining all services available at the Missouri Career Center. FEC staff will complete a MoRAP in the Customer's Toolbox record and will walk with the customer to the PFS Representatives' desk, ensuring seamless delivery of services.

2. All referrals will be documented on FEC's WIA-175 Employment and Training Referral Form (copy attached) and the appropriate FEC supervisor will forward the form to the DWD supervisor at that location.
3. Documentation of this referral will also be made by case note in the customer's Toolbox record.

1740 Paseo:

Parent's Fair Share: Phillis Carullo (Monday, Wednesday and Friday each week)
Tom Pisciotta (Monday- Friday)
Supervisor: Clardine Canady
Backup: Linda Benz

Independence Career Center:

Parent's Fair Share: Grace Purvis
Supervisor: Jan Winter
Backup: Don Mayfield

Kansas City South Career Center:

Parent's Fair Share: Kevin Heinrich
Supervisor: Sheran Carter

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Backup: Diane Sanders

Northland Career Center:

Parent's Fair Share: Phillis Carullo (Tuesday and Thursday each week)

Supervisor: Debby Price

Backup: Peggy Bennett

JOB CORPS

1. Any customer identified as being between the ages of 16 to 24 years should be considered for the Job Corps program.
2. These customers will attend an orientation outlining all services available at the Missouri Career Center, WIA partners will determine eligibility for WIA services and will walk with the customer to the Job Corps Screener or backup DWD staff in order to ensure seamless delivery of services.
3. All referrals will be documented on FEC's WIA-175 Employment and Training Referral Form (copy attached) and the appropriate FEC supervisor will forward the form to the DWD supervisor at that location.
4. Documentation of this referral will also be made by case note in the customer's Toolbox record.
5. The Job Corps Screener will ensure that there are packets of information regarding Job Corps at the reception desk in each Career Center - along with his/her business cards - to give to customers when the Screener is not available.

1740 Paseo

Job Corps: Lynn Atchley

Supervisor: Clardine Canady

Backup: Linda Benz

Independence Career Center:

Job Corps: Debbie Morrison

Supervisor: Jan Winter

Backup: Don Mayfield

Kansas City South Career Center:

Job Corps: Rich Bauer

Supervisor: Sheran Carter

Backup: Diane Sanders

Northland Career Center:

Job Corps: Diana Brown

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Supervisor: Debby Price
Backup: Peggy Bennett

Unemployment Compensation Issues

1. Customers with questions regarding Unemployment Benefits should be referred to appropriate DWD staff or back-up (see list below).
2. All Missouri Career Center staff will be able to provide customers with the local telephone number to contact Unemployment Income staff: 816-889-3101. All UI customers will attend an orientation outlining all services available at the Missouri Career Center and will then be directed to appropriate DWD staff or back-up (see list below).
3. Those customers identified as UI Profilers in the Toolbox record will attend an orientation outlining all services available at the Missouri Career Center and will be directed to appropriate DWD staff or back-up (see list below).
4. Wagner -Peyser staff will ensure that appropriate services are given to all UI customers.

1740 Paseo

Supervisor: Clardine Canady
Backup: Linda Benz

Independence Career Center:

Supervisor: Jan Winter
Backup: Don Mayfield

Kansas City South Career Center:

Supervisor: Sheran Carter
Backup: Diane Sanders

Northland Career Center:

Supervisor: Debby Price
Backup: Peggy Bennett

Trade Act

1. Any customer who is a product of a mass lay-off , where the lay-off was due to foreign imports or exports, might be eligible for the Trade Act program.
2. These customers will attend an orientation outlining all services available at the Missouri Career Center.

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3. FEC staff will walk with the customer to the appropriate DWD staff (see list below) to ensure seamless delivery of services.
4. All referrals will be documented on FEC's WIA-175 Employment and Training Referral Form (copy attached) and the appropriate FEC supervisor will forward the form to the DWD supervisor at that location.

1740 Paseo

Supervisor: Clardine Canady
Trade Act: Tom Lay
Backup: Linda Benz

Independence Career Center:

Supervisor: Jan Winter
Trade Act: Teresa Habernal
Backup: Ann Buligh

Kansas City South Career Center:

Supervisor: Sheran Carter
Trade Act: Diane Sanders
Backup: Sheran Carter

Northland Career Center:

Supervisor: Debby Price
Trade Act: Peggy Bennett
Backup: Pam Stringer